

RECAO

Policy Document

Complaints Policy

RECAO Complaints Policy

Regulatory Requirements General Conditions of Recognition: Condition D4 Complaints procedure

D4.3 An awarding organisation must establish, maintain, publish and at all times comply with a written complaints procedure

D4.4 The complaints procedure must in particular include procedures and timescales for –

- (a) Responding to complaints and**
- (b) Dealing with the subject matter of complaints**

Purpose

This procedure applies to all RECAO Centres and Learners registered on a RECAO qualifications. This document sets out guidance of how to make a complaint to RECAO and the procedure to follow.

Introduction

This procedure details RECAO's commitment to the provision of duty of care to RECAO Learners. It also details the commitment to support RECAO Centres and to deliver a high standard of customer service.

Feedback from RECAO Centres and Learners are most welcome.

Scope

This procedure applies to all key stakeholders engaged with the RECAO qualifications. This includes RECAO Centres, Centre staff and RECAO Learners.

Complaints Procedure

RECAO is committed to offering a quality and customer orientated service, and feedback from RECAO Centres and Learners on any issue will be most welcome.

Where RECAO receives a complaint, it is important that all complaints are dealt with promptly and in line with RECAO procedures.

RECAO procedure for complaints may involve the following actions:

1. Complaint received
2. Acknowledged
3. Complaint reviewed
4. Response made
5. Notifying the regulators (where necessary)

Complaint Received

If you have a complaint about RECAO, please put the complaint in writing and send it by email or post to *centres@rec.uk.com*

Acknowledged

RECAO will contact the complainant within **5** working days of receiving the complaint by phone/email or letter to acknowledge the complaint.

Complaint Reviewed

RECAO will review the information presented and decide whether it is appropriate to either:

- Bring the matter to the attention of the RECAO, asking them to investigate the complaint and to produce a written report on the outcome; or,
- Investigate the complaint directly; this investigation will be carried out by the RECAO team
- Investigate the matter directly in the case of serious threat to the integrity of RECAO qualifications
- Consider whether the regulators should be notified of the matter.

Response Made

RECAO will respond to the complainant by email or post within 28 working days and will take appropriate, preventative and/or corrective action required.

Notifying the Regulators

In cases where there could be an adverse effect (e.g. cases with alleged fraud or serious threat to the integrity of RECAO qualifications or RECAO as an organisation), RECAO is required to escalate the matter immediately to the appropriate regulatory bodies. RECAO and the RECAO Centre are required to co-operate in full, providing information and taking the appropriate action.

Investigation

Following a review of the Complaint it may be appropriate to investigate the matter in more detail. RECAO staff will do this following the RECAO Investigation Procedure.

Complainants will be informed as to the appropriate action taken/or to be taken and will be informed as to when they can expect a response regarding the outcome.

Appeals

Complainants who are dissatisfied with the outcome may appeal against the decision using the RECAO Appeals Procedure.

Alerting other Awarding Bodies

Regulations require that RECAO notifies other Awarding Bodies of cases of complaint where these cases are likely to impact on the other awarding body(ies). In dealing with complaint RECAO must pay due regard to this requirement and notify other Awarding Bodies, as appropriate. This will usually be appropriate where:

The essential information you need to work with REC

- The RECAO Centre where the complaint has occurred (or is suspected) is also approved with another Awarding Body (for the same or different qualifications) and the (suspected) complaint could potentially impact on the activities undertaken on behalf of that other Awarding Body.
- The RECAO Accredited Centre where the complaint has occurred (or is suspected) is also approved with another Awarding Body for the same qualifications and there is the potential for the RECAO Accredited Centre to move their operations to the other Awarding Body in an attempt to avoid sanctions and continue sub-standard practices.
- The RECAO Accredited Centre where the complaint has occurred (or is suspected) has indicated that they are seeking approval with another Awarding Body (for the same or different qualifications).

Final Arbitration

The regulators are not appeal bodies and will only do so if evidence is provided. Anyone approaching the regulators for this purpose should provide written copies of all relevant communications. The contact details are as follows:-

Ofqual

Spring Place, Coventry Business Park, Herald Avenue, Coventry, CV54 6UB

Qualifications Wales

Q2 Building, Pencarn Lane, Imperial Park, Coedkernew, Newport, NP10 8AR

CCEA (Nother Ireland)

Council for Curriculum Exams and Assessment, Clarendon Dock, 29, Clarendon Road, Belfast, BT1 3BG

Monitoring and Review

Use of this procedure will be monitored annually to ensure the procedure and its approach remains fit for purpose